

# Agency WITS Administrator (AWA) Processes for Creating/Editing/Revoking WITS Staff Member Accounts

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## Creating a new WITS staff account



Create and submit an Account Administration support ticket in WITS and attach the signed Idaho WITS User Agreement within five (5) business days of creating the WITS staff member account.



Recovery Support Services (RSS) agencies (agencies that are contracted to provide non-treatment services) may be small businesses with three (3) or less staff members. RSS agencies may decide to create their own staff accounts in WITS, **or** they may decide to request the WITS Help Desk create, edit, or revoke staff accounts in WITS for their agency to prevent overburdening agencies with limited staff. RSS agencies who decide to have the WITS Help Desk create staff accounts for their agency are still required to complete steps one and three below.

1. Make sure the staff member has read and signed the [Idaho WITS User Agreement](#).
2. Create the staff member's WITS account using the AWA eManual (this document will be updated by December 31, 2016). Skip this step only if you are an AWA with an RSS agency that has decided to have the WITS Help Desk create your staff accounts.
  - a. Assign roles to the staff member's account using the [Treatment Provider Staff Roles](#) or [RSS Provider Staff Roles](#). Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.
3. Create an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.
  - a. Include the following information in the Description field of the support ticket:
    - i. Add [staff member's name]
    - ii. Email address
    - iii. Work phone number
    - iv. Access - document if they need access to ALL facilities or access only to individual facilities (specify which ones).
      - i. Document any requests for elevated privileges. For example, you may request a staff member other than the AWA to have the ability to reset passwords/pins.
  - b. Attach a copy of the signed Idaho WITS User Agreement.
  - c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

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## Adding an employee to WITS that previously had a WITS account in my agency



Create and submit an Account Administration support ticket in WITS and attach the signed Idaho WITS User Agreement within five (5) business days of creating or reactivating the WITS staff member account.



Recovery Support Services (RSS) agencies (agencies that are contracted to provide non-treatment services) may be small businesses with three (3) or less staff members. RSS agencies may decide to create their own staff accounts in WITS, **or** they may decide to request the WITS Help Desk create, edit, or revoke staff accounts in WITS for their agency to prevent overburdening agencies with limited staff. RSS agencies who decide to have the WITS Help Desk create staff accounts for their agency are still required to complete steps one and three below.

1. Make sure the staff member has read and signed a new [Idaho WITS User Agreement](#).
2. Review the staff member's WITS account. Skip this step only if you are an AWA with an RSS agency that has decided to have the WITS Help Desk create staff accounts for your agency.
  - a. Look at the User ID. If there are numbers after the User ID such as "brown5478", you will not be able to reactivate the WITS account.
    - i. If the account has a User ID similar to the example above, create a new staff account for the person.
    - ii. If the account does not have a User ID similar to the example above, follow this process:
      - Unlock the staff member's account
      - Remove the end date in the Employment Date Range, End Date field of the on the staff profile
      - Verify all contact information, access categories, access to facilities, etc. is correct
      - Assign roles to the staff member's account using the [Treatment Provider Staff Roles](#) or [RSS Provider Staff Roles](#). Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.
3. Create an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.
  - a. Include the following information in the Description field of the support ticket:
    - i. Add/Reactivate [staff member's name]
    - ii. Email address
    - iii. Work phone number
    - iv. Access - document if they need access to ALL facilities or access only to individual facilities (specify which ones)
    - ii. Document any requests for elevated privileges. For example, you may request a staff member other than the AWA to have the ability to reset passwords/PINs.
  - b. Attach a copy of the signed Idaho WITS User Agreement.
  - c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

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## Editing a current staff member's WITS account



Create and submit an Account Administration support ticket in WITS within five (5) business days of making changes to the WITS staff member account.



Recovery Support Services (RSS) (agencies that are contracted to provide non-treatment services) may be small businesses with three (3) or less staff members. RSS agencies may decide to create their own staff accounts in WITS, **or** they may decide to request the WITS Help Desk create, edit, or revoke staff accounts in WITS for their agency to prevent overburdening agencies with limited staff. RSS agencies who decide to have the WITS Help Desk create staff accounts for their agency are still required to complete step two below.

1. Review and edit the staff member's WITS account. Skip this step only if you are an AWA with an RSS agency that has decided to have the WITS Help Desk create staff accounts for your agency.
  - a. Edit the staff member's name, email address, credentials, etc.
  - b. Edit the assigned roles for the staff member's account using the [Treatment Provider Staff Roles](#) or [RSS Provider Staff Roles](#). Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.
2. Create an Account Administration support ticket in WITS within five (5) business days of making the changes to the staff member's WITS account.
  - a. Include the following information in the Description field of the support ticket:
    - i. Edit [staff member's name]
    - ii. Document the type of change such as change email address [from email 1 to email 2]
    - iii. Document any requests for elevated privileges. For example, you may request a staff member other than the AWA to have the ability to reset passwords/PINs.
  - b. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

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## Revoking a current staff member's WITS account



WITS access should be revoked within **24 hours** of a user leaving the agency's employment or no longer requiring WITS access to perform their job.



Create and submit an Account Administration support ticket in WITS within five (5) business days of revoking a WITS staff member account.



Recovery Support Services (RSS) agencies (agencies that are contracted to provide non-treatment services) may be small businesses with three (3) or less staff members. RSS agencies may decide to create their own staff accounts in WITS, or they may decide to request the WITS Help Desk create, edit, or revoke staff accounts in WITS for their agency to prevent overburdening agencies with limited staff. RSS agencies who decide to have the WITS Help Desk create staff accounts for their agency are still expected to complete steps two and three below. **RSS agencies who have the WITS Help Desk revoke staff accounts for their agency must submit a support ticket within 24 hours of a user leaving an agency's employment or no longer requiring WITS access to perform their job.**

1. Review the staff member's WITS account. Skip this step only if you are an AWA with an RSS agency that has decided to have the WITS Help Desk create staff accounts for your agency.
  - a. Lock the staff member's WITS account (click Lock Agency Access) within 24 hours of a staff member leaving or no longer requiring WITS access using the AWA eManual (this document will be updated by December 31, 2016).
  - b. Enter an end date in the Employment Date Range, End Date field of the staff member's profile in WITS.
2. Complete an [Idaho WITS Staff Member Revocation form](#) for the staff member. An AWA or a Supervisor must sign the form.
3. Create an Account Administration support ticket in WITS within five (5) business days of revoking a staff member's WITS account.
  - a. Include the following information in the Description field of the support ticket:
    - i. Revoke [staff member's name].
  - b. Save the support ticket and attach the signed Idaho WITS Staff Member Revocation form.
  - c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

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## Designating a staff person as an AWA



AWA permissions will be granted after the WITS Help Desk has verified that the designated staff member has attended a WITS Administrator training.



AWA roles will be assigned by the Idaho WITS Help Desk staff.

1. Complete the [AWA checklist and form](#).
2. If this is a staff member who already has an active staff member account in WITS in your agency, go to step 4.
3. If this is a staff member who does not currently have an active staff member account in WITS in your agency, make sure they have read and signed a new [Idaho WITS User Agreement](#). Skip this step only if you are an AWA with an RSS agency that has decided to have the WITS Help Desk create staff accounts for your agency.
  - i. Create the staff member's WITS account using the AWA eManual (this document will be updated by December 31, 2016).  
**Do not assign roles to the staff member's account.**
4. Create an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.
  - a. Include the following information in the Description field of the support ticket:
    - i. Add [staff member's name] as an AWA.
  - b. Attach a copy of the signed Idaho WITS User Agreement (if applicable) and the AWA form.
  - c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.